

4. Generating Automated Notices from the AzCCATS AP10 Screen

a. General Guidelines

- i. Notices created on the AzCCATS AP10 screen shall be used by Child Care Specialists to:
 - a) Request additional verification or a provider selection necessary to complete the eligibility determination process prior to determining eligibility:
 - 1) When a new application, request, or referral is submitted; or
 - 2) During the review process.
 - b) Deny an initial application/request for Child Care Assistance if the applicant does not meet programmatic or income eligibility criteria.

ii. Standard Information Included in All Notices

AzCCATS will insert the following standard information into all notices generated from the AzCCATS AP10 screen:

a) Local Child Care Office Address

- 1) The local office is identified for inclusion into the notice by the District Office code entered on the AzCCATS AP10 screen.
- 2) Each local office Child Care Supervisor or Program Manager is responsible to ensure their local office address displays correctly on the *Administrative Module District Office Review* (AM05) screen in AzCCATS.

b) Primary Client's Name and Address

- 1) The Primary's name and address is pulled from the AzCCATS *Primary Address and Request/Application Processing* (AP10) screen.

- 2) It is the Child Care Specialist's responsibility to ensure the client's address on the AzCCATS AP10 screen is kept current and up to date.

c) The Primary's Identification Number

The client's identification number will display on all notices.

d) Name of the Child Care Specialist Creating the Notice

The Specialist's name that will appear on the notice is the Specialist whose case manager ID number is displayed on the AzCCATS AP10 screen.

e) Specialist Phone Number

- 1) The Specialist's phone number is identified by the District Office code entered on the AzCCATS AP10 screen.
- 2) Each local office Child Care Supervisor is responsible to ensure their local office address displays correctly on the *Administrative Module District Office Review* (AM05) screen in AzCCATS.

f) The Date The Notice Is Created

AzCCATS will automatically enter the date the notice was created.

g) Fair Hearing and American Disability Act Statements

All notices contain a Fair Hearing and American Disability Act (ADA) statement.

b. Notices

The Specialist can access and create the following notices on the AzCCATS AP10 screen:

i. The Initial Information Request (CC-100)

a) Usage of the Initial Information Request (CC-100)

- 1) The Initial Information Request (CC-100) shall be used to request specific verification and/or a provider selection from applicants necessary to complete the eligibility determination process.

- 2) The Initial Information Request (CC-100) informs the applicant that their application/request for Child Care Assistance will be denied if the requested verification is not provided.
- 3) AzCCATS will automatically enter a 30 day deadline as the denial date for initial applications/requests; the 30 day deadline will be 30 days from the ***Request/Application Received Date***.
- 4) AzCCATS will automatically enter an 11 day deadline as the denial date for Jobs Referrals entered with a pending status (when ***Type*** = **REF**, ***Reason for Care*** = **JBS**, and ***Action*** = **PEN**)

EXHIBIT T:
THE INITIAL INFORMATION REQUEST (CC-100)

CCA SYSTEMS TEAM
3443 N CENTRAL AVE
PHOENIX, AZ 85224-5224
CC-100

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY
CHILD CARE

PAT DOLBY
1774 W PEORIA AVE
PHOENIX, AZ 85029-5040

INITIAL INFORMATION REQUEST

YOUR APPLICATION/REQUEST FOR CHILD CARE ASSISTANCE WAS RECEIVED ON 03/16/1998. THE FOLLOWING INFORMATION IS REQUIRED TO DETERMINE YOUR ELIGIBILITY FOR CHILD CARE ASSISTANCE. YOUR REQUEST FOR CHILD CARE ASSISTANCE WILL BE DENIED EFFECTIVE 04/15/1998 IF YOU DO NOT COMPLY.

IF YOU HAVE QUESTIONS CALL THE NUMBER BELOW. (PARA COMUNICARSE CON LA OFICINA LLAME AL NUMERO.)

YOU HAVE UNTIL THE DENIAL DATE INDICATED ABOVE TO RETURN THE REQUIRED INFORMATION. YOU MUST PROVIDE THE FOLLOWING:

COMMENTS:

TAMMY STREDWICK
SPECIALIST NAME

(602) 274-5359
PHONE NUMBER

03/17/1998
DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LA OFICINA LOCAL

- b) To access the Initial Information Request (CC-100)
- 1) The **Type** field must be either **INT** (for initial) or **REF** (for referral);
 - 2) The **Reason for Care** must be:
 - (a) **EMP** for Employment;
 - (b) **JBS** for Jobs Referral;
 - (c) **TNP** for Teen Parent;
 - (d) **UNU** for Unable/Unavailable; or
 - (e) **WKS** for Work and School activities.
 - 3) The **Action** code must be **PEN** (for pend)

EXHIBIT O.8:
ACCESSING THE INITIAL INFORMATION REQUEST (CC-100) FROM THE AzCCATS AP10 SCREEN

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/98
 VgL AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
 SSN 9999999999 DOB 01011945 SEX M
 AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
 EXTRA ----- EXTRA -----
 CITY PHOENIX----- ST AZ CITY PHOENIX----- ST AZ
 ZIP 85007 2365 COUNTRY --- ZIP 85007 2365 COUNTRY ---

PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(---) -----
 RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE -----
 D.O. --- CASE MGR ASSIGNED ---
 TYPE --- REASON FOR CARE ---
 ACTION --- LAST ACTION TAKEN ---

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
 ADDR CP06 AP15 AP17D CP21 PFKEY CP01

Key In Request/Application Received Date, District Office, and Case Manager Assigned.

Key in Type:
 INT for Initial; or
 REF for Referral

Key in PEN for pending in the action field

Reason for Care may be:
 EMP for Employment
 WKS for Work and School
 JBS for Jobs
 TNP for Teen Parents
 UNU for Unable/Unavailable

c) Notice Completion and Table Selection

- 1) Table selections that are available for inclusion into the Initial Information Request (CC-100) are directly correlated to the **Reason for Care** (employment, Jobs activities, Teen Parents, etc.) that was entered on the AzCCATS AP10 screen.
- 2) When the Specialist completes the following fields with the corresponding codes and presses enter, the **Pending Checklist** will display.
 - (a) **INT** (for initial) or **REF** (for referral) in the **Type** field on the AzCCATS AP10 screen;
 - (b) The appropriate **Reason for Care** code (**EMP**, **WKS**, **UNU**, etc.) in the **Reason for Care** field; and
 - (c) **PEN** (for pending) in the **Action** field.
- 3) The **Pending Checklist** window has been designed to display various types of information/verification which may be required by the Specialist to complete the eligibility determination process.
- 4) To navigate through the **Pending Checklist** window, the Specialist shall press:
 - (a) PF8 to scroll forward through the **Pending Checklist** until the appropriate information/verification text displays;
 - (b) PF7 to return to previous pages of the **Pending Checklist** window; and
 - (c) PF10 or ENTER to exit the **Pending Checklist** window; however, the notice will not be created or mailed if the Specialist exits the **Pending Checklist** prior to making a selection.
- 5) If the Specialist exits the **Pending Checklist** window by pressing **PF10** or ENTER (without making a selection), the Specialist must re-enter the **Request/Application Received Date**, **District Office** (D-O), **Case Manager Assigned**, **Type**, **Reason for Care** and **Action** fields to complete the application tracking process and to generate the Initial Information Request (CC-100).

- 6) The Specialist is required to make at least one selection and no more than three selections from the ***Pending Checklist*** window for inclusion in the notice.
- 7) The Specialist shall select the appropriate information/verification from the checklist for inclusion into the notice by placing an **X** next to the desired item (e.g. *Employment-Wages* is the selection for requesting verification of employment and earned income).

EXHIBIT U:
AzCCATS AP10 PENDING CHECKLIST WINDOW

UPDATE CLIENT INFORMATION		DATE: 12/11/98
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14
PRIMARY ID 1111111111 NAME SAMMY STONE-----		
SSN 999999999	DOB 01011945	SEX M
AFDC: PGM STAT	CASE NO -----	PART --
MAIL ADDRESS 1789 W JEFFERSON-----		RESIDE
EXTRA -----	EX	
CITY PHOENIX-----	ST AZ	
ZIP 85007 2365	COUNTRY ---	
PHONE: HOME(602) 5424248	WORK(---)	MESSAGE
RES COUNTY MA	LOCATION -----	
REQUEST/APPLICATION RECEIVED DATE 06151999		
D-O F1A	CASE MGR ASSIGNED 00000	
TYPE INT	REASON FOR CARE EMP	
ACTION PEN	LAST ACTION TAKEN ---	
		PENDING CHECKLIST
		CITIZENSHIP -
		(CHILD SUPPORT PD -
		CHILD SUPPORT -
		EMP-SELF/ANN TAX -
		EMP-SELF/LOG -
		OTHER VIEW/UPD -
		COMMENT VIEW/UPD -
		CHECK INFO NEEDED (X)
		ACTION ---
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19		PF7=BACK PF8=FWD PF10=EXT
ADDR CP06 AP15 AP17D		

- 8) Many of the table selections require that the Specialist enter data into the selection to clarify who the verification is for, for which calendar months, etc. (e.g. citizenship, **EMP**-Self/Log, unearned income, etc.). To complete the table selection, the Specialist shall:
 - (a) Type in the appropriate information directly over the asterisks;
 - (b) Remove any remaining asterisks from the writing area;
 - (c) Press enter to exit the table selection and to re-access the ***Pending Checklist*** window.

EXHIBIT V:
AzCCATS AP10 PENDING CHECKLIST WINDOW- UNEARNED INCOME SELECTION

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TERM XU24                                DATE 03/19/98
V6LAP90L                                SHORT TEXT  =  UNEARNED INCOME
                                           TIME 13:19:23

LINES 1 -12                             COMPLETE TEXT
CURRENT VERIFICATION OF THE FOLLOWING UNEARNED INCOME: *****
*****

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- 9) Two separate selections are available for the Specialist to enter free text. Each selection will allow the Specialist to enter up to two lines of free text.
- (a) The ***Comment*** field selection allows the Specialist to:
- (1) Describe further details about the verification requested (e.g. pay stubs for a specific period of time);
 - (2) Indicate the specific dates of receipt for income verification, and specify the name of the person receiving the income.
- (b) The ***Other*** field selection allows the Specialist to develop specific verbiage when requesting verification (that assists in the eligibility determination process) when the selection does not display in the ***Pending Checklist*** window. The ***Other*** field selection shall not be used when there is an appropriate selection available in the ***Pending Checklist***.
- (1) To determine if the ***Other*** field selection is needed, the Specialist shall:
- Scroll through the ***Pending Checklist*** window to verify that the specific verification/information needed to determine eligibility is not displayed in the ***Pending Checklist*** window;
 - Select the ***Other*** table selection when options on the ***Pending Checklist*** are not appropriate to the specific verification/information needed to determine eligibility.

(2) To complete the ***Other*** table selection, the Specialist shall:

- Place an **X** in the field next to the ***Other*** field selection and press enter;
- Enter the specific information/verification needed in the space provided on the ***Enter/Update Other Needs Pending*** window;
- Press enter to exit the ***Enter/Update Other Needs Pending*** window and to re-access the ***Pending Checklist*** window.

(3) The Specialist shall contact the Policy Helpdesk when there is an ongoing need for a selection which does not display on the ***Pending Checklist***.

d) The Specialist shall press enter until the ***Option*** Screen displays to save (in document control) and mail the ***Initial Information Request*** (CC-100). The ***Option*** Screen contains the following options:

1) “Do you want to view this form again?”

- (a) To view the notice, type **Y** and press enter and the completed notice will display;
- (b) The notice may be viewed as many times as necessary prior to the notice being saved;
- (c) When viewing the notice, the Specialist will not be able to make any changes to the context of the notice;
- (d) Upon viewing the notice, if the Specialist finds errors in the selections made or the date entered into the notice, the Specialist would not save the incorrect notice and shall create a new notice with the correct information (refer to “**3) Save this Document on Primary File**” section below for further assistance).

2) “Print this form now?”

To print the notice, the Specialist shall enter a **Y** and the printer ID to indicate the location of the printer for the notice and press enter.

3) “Save this document on the primary’s file?”

(a) To save the notice, type **Y** to the left of this selection and press enter; the notice will be mailed to the client and will be saved in Case Notebook;

(b) If an **N** is entered in this selection, the notice will not be mailed and will not be saved in Case Notebook.

4) “Delete prior document and save this document on the primary’s file?”

(a) The system will not allow two of the same notices to be sent to the same client on the same day. When two of the same notices are created on the same day (e.g. two CC-100’s) one of the notices must be deleted from the *Option* Screen;

(b) This selection will display the date and time the first notice was created;

(c) To save the new notice and delete the prior notice, type **Y** to the left of this selection and press enter. The notice created earlier in the day will be deleted;

(d) To save the prior notice, type **N** to the left of this selection and press enter. The new notice will be deleted.

EXHIBIT S: **AzCCATS FORM GENERATION OPTION SCREEN**

THE FORM HAS BEEN COMPLETED		DATE 03/19/98
TERM XU24		TIME 13:32:12
V6LAP900		
FORM GENERATION OPTION SCREEN		
(Y/N) -	DO YOU WANT TO VIEW THE FORM?	
(Y/N) -	PRINT THIS FORM NOW? PRINTER -----	

SAVE DOCUMENT		
(Y/N) -	SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?	
(Y/N) -	DELETE PRIOR DOCUMENT AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?	
Enter- PF1 ---PF2 ---PF3 ---PF4 ---PF5 ---PF6 ---PF7 ---PF8 ---PF9 ---PF10 ---PF11 ---PF12---		

ii. The Failure to Provide Information/Denial Notice (CC-101)

a) Usage of the Failure to Provide Information/Denial Notice (CC-101)

- 1) The Failure to Provide Information/Denial Notice (CC-101) is a notice that is automatically sent by AzCCATS 30 days from the application/request received date. The notice notifies applicants in a pending status that their application/request for Child Care Assistance has been denied because requested information ***was not*** received;
- 2) AzCCATS will automatically send the Failure to Provide Information/Denial Notice (CC-101) to the applicant/requester unless the Specialist takes action to prevent the notice from being mailed;
- 3) The Failure to Provide Information/Denial Notice (CC-101) will be generated 30 days from the date entered in the ***Request/Application Received Date*** field unless the ***Action*** field is updated with **COM** (for complete) or **DEN** (for denied);

- 4) The Failure to Provide Information/Denial Notice (CC-101) will **NOT** be generated when the Specialist has entered **JBS** (for Jobs), **JPR** (for Jobs provider), or **CPS** (for CPS or DDD) in the **Reason for Care** field on the AzCCATS AP10 screen;
- 5) AzCCATS will automatically generate the Failure to Provide Information/Denial Notice (CC-101) when:
 - (a) The AzCCATS **Reason for Care** is **EMP**, **WKS**, **UNU**, or **TNP**; *and*
 - (b) **PEN** has been entered in the AzCCATS **Action** field.
- 6) The Failure to Provide Information/Denial Notice (CC-101) will state the reason for the denial based on Section R6-5-4908 of the Arizona Administrative code (the CCA Rule which requires that clients submit verification necessary for the eligibility determination process).

EXHIBIT W:
AzCCATS FAILURE TO PROVIDE INFORMATION/DENIAL NOTICE (CC-101):

200-A DISTRICT II ADMIN
200 LEFT AVE.
PHOENIX, AZ 85200

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY
CHILD CARE
ADMINISTRATION
CC-101

NIKKI BOARD
2408 N. BEARWIZ CIRCLE
TOLLIE, AZ 85111

FAILURE TO PROVIDE INFORMATION/
DENIAL NOTICE

YOUR REQUEST FOR CHILD CARE ASSISTANCE HAS BEEN DENIED EFFECTIVE
08/19/1997 BECAUSE YOU HAVE FAILED TO PROVIDE REQUESTED INFORMATION
AND/OR VERIFICATION NEEDED TO DETERMINE CHILD CARE ELIGIBILITY.

THIS ACTION IS BASED ON SECTION R6-5-4908 B OF THE ARIZONA ADMINISTRATIVE
CODE.

CONTACT THE LOCAL CHILD CARE OFFICE TO REAPPLY FOR CHILD CARE ASSISTANCE.

TREBMAL ARUAL
SPECIALIST NAME

(602) 274-5359
PHONE NUMBER

11/07/1997
DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LA OFICINA LOCAL

- b) To delay the automatic mailing of the Failure to Provide Information/Denial Notice (CC-101)
- 1) The Specialist may delay the automatic mailing of the Failure to Provide Information/Denial Notice (CC-101) for up to 10 days if the client requests additional time to complete the request/application process.

- 2) The Specialist shall delay the automatic mailing of the *Failure to Provide Information/Denial Notice* (CC-101) for pending application/requests by extending the ***Auto Denial Date*** on the AzCCATS *Requests/Applications Unassigned-No Action-Pending* (AP15) screen when the:
 - (a) Applicant has contacted the Specialist to request additional time to complete the determination process; and
 - (b) Specialist determines the request is feasible and timely.
- 3) To extend the ***Auto Denial Date*** on the AzCCATS AP15 screen, the Specialist shall:
 - (a) Access the AzCCATS AP15 screen;
 - (b) Enter the:
 - (1) Specialist Case Manager ID;
 - (2) District Office code; or
 - (3) The Primary ID; or
 - (4) A combination of all three.
 - (c) Press enter to display a list of applications, referrals or requests;
 - (d) Identify the appropriate Primary Name;
 - (e) Place the cursor in the ***Auto Denial Date*** field for that primary;
 - (f) Type the extended date directly over the existing date. The ***Auto Denial Date*** may be extended in any increment not to exceed a total of ten (10) days from the original denial date;
 - (g) Press enter to update the ***Action***.
- 4) Once the ***Auto Denial Date*** has been extended a maximum of 10 days, the ***Auto Denial Date*** field becomes protected and the date cannot be extended.

- 5) When the Specialist extends the ***Auto Denial Date*** on the AzCCATS AP15 screen, the *Failure to Provide Information/Denial Notice* (CC-101) will be automatically mailed by AzCCATS to the applicant on the date displayed on the AzCCATS AP15 ***Auto Denial Date*** field.
- 6) The *Last Action Taken* field on the AP10 will display **DEN** to indicate that the application/request was denied once the *Failure to Provide Information/Denial Notice* (CC-101) has been generated.
- 7) Once an application/request has been denied, a new application/request must be received prior to determining eligibility for Child Care Assistance.

EXAMPLE:

The applicant applies for Child Care Assistance on 2-05-99, however, the applicant has not provided required employment verification necessary for the Specialist to complete the eligibility determination. The Specialist processes the AzCCATS AP10 screen on 2-05-99 to generate the *Initial Information Request* (CC-100) requesting employment verification by 3-07-99 (30 days from the date of application). The applicant calls to inform the Specialist on 3-05-99 that her children have the chicken pox and is unable to provide the requested information from her employer. The applicant states she will provide the verification by 3-09-99. The Specialist may extend the ***Auto Denial Date*** on the AzCCATS AP15 by typing 3-10-99 (the extended denial date) directly over 3-07-99 (the original denial date) to prevent the mailing of the *Failure to Provide Information/Denial Notice* (CC-101) on the original mailing date. The applicant calls the Specialist on 3-09-99 and states that she was on her way to the office and had an accident. She informs the Specialist that she is being released from the hospital on 3-12-99 and will bring the verification to the office on 3-13-99. The Specialist shall extend the ***Auto Denial Date*** on the AzCCATS AP15 to 3-17-99 (10 days from the original denial date) to allow the applicant time to bring in the verification. On 3-12-99 the applicant brings in the employment verification and the Specialist determines the applicant eligible for Child Care Assistance. The Specialist shall enter **COM** (for complete) in the **Action** field of the AzCCATS AP10 screen to indicate that all requested information was submitted, and to prevent the mailing of the *Failure to Provide Information/Denial Notice* (CC-101).

NOTE: If the Specialist fails to enter **COM** by close of business on 3-17-99 to indicate that the application/request is complete or if the applicant failed to provide the verification, the *Failure to Provide Information/Denial Notice* (CC-101) would automatically be mailed on 3-17-99.

EXHIBIT X:
AzCCATS AP15 SCREEN

[illegible]

- iii. The Child Care Notice of Denial (CC-102);
 - a) Usage of the Child Care Notice of Denial (CC-102)
 - 1) The Child Care Notice of Denial (CC-102) shall be used to deny an application/request for Child Care Assistance and to indicate the specific reason for ineligibility when the Specialist has determined that the applicant is ineligible for Child Care Assistance.
 - 2) The denial date on the Child Care Notice of Denial (CC-102) will automatically be entered by AzCCATS and will be the request/application date entered on the AzCCATS AP10 ***Request/Application Received Date*** field.
 - 3) The Specialist shall review the application/request and all verification submitted to determine ineligibility prior to generating the Child Care Notice of Denial (CC-102; refer to ***Child Care Assistance Denial*** for further instruction on denial processes).

- b) To access the Child Care Notice of Denial (CC-102) the Specialist shall complete the ***Request/Application Received Date, District Office, and Case Manager ID*** fields and shall enter:
- 1) **INT** (for Initial), **REF** (for Referral), or **REV** (for Review) in the ***Type*** field; and
 - 2) One of the following in the ***Reason for Care*** field:
 - (a) **EMP** for Employment;
 - (b) **JBS** for Jobs Referral;
 - (c) **TNP** for Teen Parent;
 - (d) **UNU** for Unable/Unavailable; or
 - (e) **WKS** for Work and School.
 - 3) **DEN** (for Denied) in the ***Action*** field.

EXHIBIT Y:
CHILD CARE NOTICE OF DENIAL (CC-102)

CHILD CARE CENTRAL OFFICE
1789 W JEFFERSON, 3SW
PHOENIX, AZ 85005
ADMINISTRATION
CC-102

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY
CHILD CARE

PAT DOLBY
1774 W PEORIA
PHOENIX, AZ 85029-5040

CHILD CARE NOTICE OF DENIAL

YOUR CHILD CARE ASSISTANCE HAS BEEN DENIED EFFECTIVE 03/02/1998 FOR THE REASON(S) BELOW:

YOU ARE AVAILABLE TO PROVIDE CARE TO YOUR OWN CHILDREN.

COMMENTS:

TAMMY STREDWICK	(602) 542-4248	03/19/1998
SPECIALIST NAME	PHONE NUMBER	DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LA OFICINA LOCAL

c) Notice Completion and Table Selection

- 1) The *Denial Reason Checklist* window will display once the Specialist types **DEN** as the *Action* code on the AzCCATS AP10 screen and presses enter;
- 2) The *Denial Reason Checklist* window will display the various reasons that an application/request for Child Care Assistance may be denied;
- 3) To navigate through the *Denial Reason Checklist* window, the Specialist shall:
 - (a) Press PF8 to scroll forward through the *Denial Reason Checklist* until the appropriate denial reason displays;
 - (b) Press PF7 to return to the previous page of the *Denial Reason Checklist* window.

- (c) Press PF10 or enter to exit the ***Denial Reason Checklist*** window. However, the notice will not be created or mailed if the Specialist exits the window prior to making a selection.
- (d) If the Specialist exits the ***Denial Reason Checklist*** window by pressing **PF10** or enter, the Specialist must re-enter the ***Request/Application Received Date, District Office (D-O), Case Manager Assigned, Type, Reason for Care*** and ***Action*** fields to complete the application tracking process and to generate the ***Child Care Notice of Denial*** (CC-102).

EXHIBIT Z: **AzCCATS AP10 DENIAL REASON WINDOW**

AzCCATS AP10 SCREEN:

UPDATE CLIENT INFORMATION																							
TERM: XU14	ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM	DATE: 12/11/98																					
V6L AP10	PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING	TIME: 12:17:14																					
PRIMARY ID 1111111111 NAME SAMMY STONE----- SSN 9999999999 DOB 01011945 SEX M AFDC: PGM STAT CASE NO ----- PART --																							
MAIL ADDRESS 1789 W JEFFERSON----- RESIDEN EXTRA ----- EXT CITY PHOENIX----- ST AZ ZIP 85007 2365 COUNTRY -- Z PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(-- RES COUNTY MA LOCATION -----																							
REQUEST/APPLICATION RECEIVED DATE 06151999 D-O F1A CASE MGR ASSIGNED 00000 TYPE * REASON FOR CARE WKS ACTION --- LAST ACTION TAKEN COM--																							
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- ADDR CP06 AP15 AP17D		<table border="0" style="width: 100%;"> <tr> <th colspan="2" style="text-align: left; padding: 5px;">DENIAL REASONS</th> </tr> <tr> <td style="width: 80%;">APPL ON FILE</td> <td style="width: 20%; text-align: center;">-</td> </tr> <tr> <td>AVAILABLE</td> <td style="text-align: center;">-</td> </tr> <tr> <td>ARIZ RESIDENT</td> <td style="text-align: center;">-</td> </tr> <tr> <td>CITIZENSHIP</td> <td style="text-align: center;">-</td> </tr> <tr> <td>ED ACTIVITY</td> <td style="text-align: center;">-</td> </tr> <tr> <td>OTHER VIEW/UPD</td> <td style="text-align: center;">-</td> </tr> <tr> <td>COMMENT VIEW/UPD</td> <td style="text-align: center;">-</td> </tr> <tr> <td colspan="2" style="padding: 5px;"> CHECK INFO NEEDED (X) ACTION --- </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> PF7=BACK PF8=FWD PF10=EXT </td> </tr> </table>		DENIAL REASONS		APPL ON FILE	-	AVAILABLE	-	ARIZ RESIDENT	-	CITIZENSHIP	-	ED ACTIVITY	-	OTHER VIEW/UPD	-	COMMENT VIEW/UPD	-	CHECK INFO NEEDED (X) ACTION ---		PF7=BACK PF8=FWD PF10=EXT	
DENIAL REASONS																							
APPL ON FILE	-																						
AVAILABLE	-																						
ARIZ RESIDENT	-																						
CITIZENSHIP	-																						
ED ACTIVITY	-																						
OTHER VIEW/UPD	-																						
COMMENT VIEW/UPD	-																						
CHECK INFO NEEDED (X) ACTION ---																							
PF7=BACK PF8=FWD PF10=EXT																							

- 4) The Specialist shall:
- (a) Make at least one selection and no more than six selections from the ***Denial Reason Checklist*** window for inclusion in the notice.
 - (b) Select the appropriate denial reason from the checklist for inclusion into the notice by placing an “X” next to the desired item.

5) The ***Excessive Income*** table selection requires that the Specialist enter data into the selection that will display the client's income in addition to the maximum allowable amount for their specific family size. The Specialist shall:

- (a) Type the appropriate information directly over the asterisks;
- (b) Remove any remaining asterisks from the writing area;
- (c) Press enter to exit the table selection and to re-access the ***Denial Reason Checklist*** window.

EXHIBIT AA:

AzCCATS AP10 DENIAL REASON WINDOW- EXCESSIVE INCOME SELECTION

TERM XU24 V6LAP90L	SHORT TEXT = EXCESSIVE INC	DATE 03/19/98 TIME 17:07:17
LINES 1 -12 COMPLETE TEXT		
YOUR GROSS MONTHLY INCOME OF \$ **** EXCEEDS THE MAXIMUM ALLOWABLE AMOUNT FOR CHILD CARE SERVICES; THE INCOME MAXIMUM FOR ** PERSONS IS \$ **** .		

6) Two separate selections are available for the Specialist to enter free text. Each selection will allow the Specialist to enter up to two lines of free text.

- (a) The ***Comment*** field selection allows the Specialist to:
 - (1) Describe further details on the reason for denial; and
 - (2) Provide additional programs which may provide assistance with child care (e.g. United Way, CCR & R, etc.).

- (b) The ***Other*** field selection allows the Specialist to develop specific verbiage to deny an application/request when the appropriate selection does not display in the ***Denial Reason Checklist*** window. The ***Other*** field selection shall not be used when there is an appropriate selection in the ***Denial Reason Checklist***.
- (1) To determine when or if the ***Other*** field selection is needed, the Specialist shall:
- Scroll through the ***Denial Reason Checklist*** window to verify that the appropriate denial reason is not displayed on the ***Denial Reason Checklist*** window;
 - Select the ***Other*** table selection when options on the ***Denial Reason Checklist*** do not meet the specific denial reason needed.
- (2) To complete the ***Other*** table selection, the Specialist shall:
- Place an **X** in the field next to the ***Other*** field selection and press enter;
 - Enter the specific reason for denial in the space provided on the ***Enter/Update Other Deny Reasons*** window.
 - Press enter to exit the ***Enter/Update Other Deny Reasons*** window and to re-access the ***Denial Reason Checklist*** window.
- (3) The Specialist shall contact the Policy Helpdesk when there is an ongoing need for a selection which does not display on the ***Denial Reason Checklist***.
- d) The Specialist shall press enter until the ***Option*** screen displays to save and mail the ***Child Care Notice of Denial*** (CC-102). The ***Option*** screen contains the following options:
- 1) “Do you want to view this form again?”
- (a) To view the notice, type **Y** and press enter and the completed notice will display;
- (b) The notice may be viewed as many times as necessary prior to the notice being saved.

2) “Print this form now?”

To print the notice, the Specialist shall type **Y** and the printer to indicate the location of the printer for the notice and press enter.

3) “Save this document on the primary’s file?”

(a) To save the notice, type **Y** to the left of this selection and press enter. The notice will be mailed to the client and will be saved in Case Notebook.

(b) If **N** is entered in this selection, the notice will not be mailed and will not be saved in Case Notebook.

4) “Delete prior document and save this document on the primary’s file?”

(a) The system will not allow two of the same notices to be sent to the same client on the same day. When two of the same notice are created on the same day (two CC-102’s for example) one of the notices must be deleted from the *Option Screen*;

(b) This selection will also display the date and time the first notice was created;

(c) To save the new notice, type **Y** to the left of this selection and press enter. The notice created earlier in the day will be deleted; and

(d) To save the earlier notice, type **N** to the left of this selection and press enter; the new notice will be deleted.

EXHIBIT S:
AzCCATS FORM GENERATION OPTION SCREEN

THE FORM HAS BEEN COMPLETED		DATE 12/15/98
TERM XU20	FORM GENERATION OPTION SCREEN	TIME 09:11:55
V6LAP900		
(Y/N) - DO YOU WANT TO VIEW THE FORM?		
(Y/N) - PRINT THIS FORM NOW? PRINTER -----		

SAVE DOCUMENT		
(Y/N) - SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?		
(Y/N) - DELETE PRIOR DOCUMENT AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?		
Enter-PF1 --PF2 --PF3 --PF4 --PF5 --PF6 --PF7 --PF8 --PF9 --PF10 --PF11 --PF12 --		

iv. The Information Request/Notice of Closure (CC-302)

a) Usage of the Information Request/Notice of Closure (CC-302)

- 1) The Information Request/Notice of Closure (CC-302) shall be used at the regularly scheduled review to request specific verification from clients who submit an application and fail to provide all verification necessary to determine continued eligibility;
- 2) The Information Request/Notice of Closure (CC-302) shall be used during the review process to request necessary information from ongoing clients receiving AFDC Employed Child Care;
- 3) The Information Request/Notice of Closure (CC-302) will inform the client that information/verification must be provided by the review date (the review date will automatically display on the notice) or 10 days from the date displayed on the notice whichever is the later date;
- 4) The Information Request/Notice of Closure (CC-302) is only accessible from the AzCCATS AP10 screen (and will no longer be accessible from the *Automated Notice Redetermination Screen* [CP25]).

EXHIBIT BB:
AzCCATS INFORMATION REQUEST/NOTICE OF CLOSURE (CC-302)

CHILD CARE CENTRAL OFFICE
1789 W JEFFERSON, 3SW
PHOENIX, AZ 85005

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY
CHILD CARE
ADMINISTRATION
CC-302

PAT DOLBY
1774 W PEORIA AVE
PHOENIX, AZ 85029-5040

INFORMATION REQUEST/
NOTICE OF CLOSURE

THE FOLLOWING INFORMATION IS REQUIRED TO REDETERMINE YOUR ELIGIBILITY FOR CHILD CARE SERVICES. YOU MUST PROVIDE THE REQUESTED INFORMATION BY 12/31/2002, OR BY 10 DAYS FROM THE DATE BELOW, WHICHEVER IS THE LATER DATE. YOUR SERVICES WILL BE STOPPED, YOUR CASE WILL BE CLOSED, OR YOUR NAME WILL BE REMOVED FROM THE PRIORITY WAITING LIST (IF APPLICABLE) IF YOU DO NOT COMPLY.

IF YOU HAVE ANY QUESTIONS CALL THE NUMBER BELOW. (PARA COMUNICARSE CON LA OFICINA LLAME AL NUMERO.)

YOU MUST PROVIDE THE FOLLOWING INFORMATION:

PAYCHECK STUBS FOR THE LAST 30 DAYS, OR, EMPLOYER'S STATEMENT VERIFYING SCHEDULE, GROSS WAGES FOR THE LAST 30 DAYS, AND FREQUENCY RECEIVED.

COMMENTS:

TAMMY STREDWICK
CHILD CARE SPECIALIST

(602) 542-4248
PHONE NUMBER

12/14/2002
DATE

FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LA OFICINA LOCAL

- b) To access the Information Request/Notice of Closure (CC-302), the:
- 1) Client must have an open eligibility on the AzCCATS CP21 screen; and
 - 2) Specialist must complete the ***Request/Application Received Date***, ***District Office***, and ***Case Manager ID*** fields; and
 - 3) ***Type*** field must be **REV** (for Review)
 - 4) ***Reason for Care*** field must be:
 - (a) **EMP**: Employment;
 - (b) **TNP**: Teen Parent;
 - (c) **UNU**: Unable/Unavailable; or
 - (d) **WKS**: Work/School.
 - 5) The ***Action*** code must be **PEN** (for Pending).
- c) Notice Completion and Table Selection
- 1) Table selections that are available for inclusion into the Information Request/Notice of Closure (CC-302) are directly correlated to the ***Reason for Care*** (Employed, Teen Parent, etc.) displayed on the AzCCATS AP10 screen.
 - 2) When the Specialist completes the following fields on the AzCCATS AP10 screen with the appropriate codes and presses enter, the ***Pending Checklist*** will display:
 - (a) **REV** (for Review) in the ***Type*** field;
 - (b) The appropriate ***Reason for Care*** (**EMP**, **WKS**, **UNU**, etc.) in the ***Reason for Care*** field; and
 - (c) **PEN** (for Pend) in the ***Action*** field.

EXHIBIT U: **AzCCATS AP10 PENDING CHECKLIST WINDOW**

UPDATE CLIENT INFORMATION	
TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/99	
VGL AP10 PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING TIME: 12:17:14	
PRIMARY ID 1111111111 NAME SAMMY STONE----- SSN 999999999 DOB 01011945 SEX M AFDC: PGM STAT CASE NO ----- PART --	
MAIL ADDRESS 1789 W JEFFERSON----- RESIDEN EXTRA ----- EXT CITY PHOENIX----- ST AZ CI ZIP 85007 2365 COUNTRY --- Z PHONE: HOME(602) 5424248 WORK(---) ----- MESSAGE(--- RES COUNTY MA LOCATION -----	PENDING CHECKLIST CITIZENSHIP - EDUCATION AGREE - EMP-SELF/LOG - EMP-SELF - OTHER VIEW/UPD - COMMENT VIEW/UPD - CHECK INFO NEEDED (X) ACTION ---
REQUEST/APPLICATION RECEIVED DATE 06151999 D-O FIA CASE MGR ASSIGNED 00000 TYPE REF REASON FOR CARE EMP ACTION PEN LAST ACTION TAKEN ---	PF7=BACK PF8=FWD PF10=EXT
Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- ADDR CP06 AP15 AP17D	

- 3) The ***Pending Checklist*** window has been designed to display various types of information/verification necessary for the Specialist to complete the eligibility determination.
- 4) To navigate through the ***Pending Checklist*** window, the Specialist shall press:
 - (a) PF8 to scroll forward through the ***Pending Checklist*** until the appropriate information/verification text displays;
 - (b) PF7 to return to the previous page of the ***Pending Checklist*** window; and
 - (c) PF10 or enter to exit the ***Pending Checklist*** window; however, the notice will not be created or mailed.
 - (d) If the Specialist exits the ***Pending Checklist*** window by pressing **PF10** or enter, the Specialist must re-enter the ***Request/Application Received Date, District Office (D-O), Case Manager Assigned, Type, Reason for Care*** and ***Action*** fields to complete the application tracking process and to generate the ***Information Request/Notice Of Closure*** (CC-302).

- 5) The Specialist shall make at least one selection and no more than four selections from the ***Pending Checklist*** window for inclusion in the notice.
- 6) The Specialist shall select the appropriate information/verification type from the checklist for inclusion into the notice by placing an **X** next to the desired item (e.g. *Employment-Wages* is the selection for requesting verification of employment and income).
- 7) Many of the table selections require that the Specialist enter data into the selection to clarify who the verification is for, for which calendar months, etc. (e.g. citizenship, Emp-Self/Log, unearned income, etc.). To complete the table selection the Specialist shall:
 - (a) Type the appropriate information directly over the asterisks;
 - (b) Remove any remaining asterisks from the writing area; and
 - (c) Press enter to exit the table selection and to re-access the ***Pending Checklist*** window.

EXHIBIT CC:
AzCCATS AP10 PENDING CHECKLIST WINDOW- CITIZENSHIP/LEGAL RESIDENCY SELECTION

V6LAP90L	SHORT TEXT = CITIZENSHIP	DATE 03/25/98 TIME 15:07:50
<div style="display: flex; justify-content: space-between;"> LINES 1 -12 COMPLETE TEXT </div> <p style="margin: 0;">CITIZENSHIP/LEGAL RESIDENCY VERIFICATION FOR ***** :</p> <p style="margin: 0;">COPIES OF ID AND SOCIAL SECURITY CARD, BIRTH AND BAPTISMAL CERTIFICATES,</p> <p style="margin: 0;">NATURALIZATION PAPERS, VITAL STATISTICS RECORDS, CURRENT INS DOCUMENTS</p> <p style="margin: 0;">VERIFYING LEGAL RESIDENCY (I.E, I-94, I-95, I-151, ETC.).</p>		

8) Two separate selections are available for the Specialist to enter free text; each selection will allow the Specialist to enter up to two lines of free text.

(a) The ***Comment*** field selection allows the Specialist to:

- (1) Describe further details on the verification requested (e.g. pay stubs for a specific period of time);
- (2) Indicate the specific dates of receipt for income verification, and specify the name of the person receiving the income.

(b) The ***Other*** field selection allows the Specialist to develop specific verbiage when requesting verification necessary in completing the eligibility determination when the selection does not display in the ***Pending Checklist*** window. The ***Other*** field selection shall not be used when there is an appropriate selection in the ***Pending Checklist***.

(1) To determine when or if the ***Other*** field selection is needed, the Specialist shall:

- Scroll through the ***Pending Checklist*** window to verify that the specific verification or information necessary to determine eligibility is not displayed on the ***Pending Checklist*** window; and
- Select the ***Other*** table option when selections on the ***Pending Checklist*** do not meet the specific verification/information needed to determine eligibility.

(2) To complete the ***Other*** table selection, the Specialist shall:

- Place an **X** in the field next to the ***Other*** field selection and press enter;
- Enter the specific reason for the denial on the space provided in the ***Enter/Update Other Needs Pending*** window; and
- Press enter to exit the ***Enter/Update Other Needs Pending*** window and to re-access the ***Pending Checklist*** window.

(3) an ongoing need for a selection which does not display on the *Pending Checklist*.

d) The Specialist shall press enter until the *Option Screen* displays to save and mail the Information Request/Notice Of Closure (CC-302). The *Option* screen contains the following options:

1) “Do you want to view this form again?”

(a) To view the notice, type **Y** and press enter and the completed notice will display;

(b) The notice may be viewed as many times as necessary prior to the notice being saved.

2) “Print this form now?”

To print the notice, the Specialist shall type **Y** and the printer ID to indicate the location of the printer for the notice and press enter.

3) “Save this document on the primary’s file?”

(a) Enter **Y** in front of this selection and press enter to save the notice. The notice will be mailed to the client and will be saved in Case Notebook.

(b) The notice will not be mailed and will not be saved in Case Notebook if **N** is entered in this selection.

4) “Delete prior document and save this document on the primary’s file?”

(a) The system will not allow two of the same notices to be sent to the same client on the same day. When two of the same notices are created on the same day (two CC-302’s for example) one of the notices must be deleted from the *Option* screen;

(b) This selection will also display the date and time the first notice was created;

(c) Type **Y** to the left of this selection and press enter to save the new notice. The notice created earlier in the day will be deleted;

(d) Type **N** to the left of this selection and press enter to save the earlier notice. The new notice will be deleted.

EXHIBIT S: **AzCCATS FORM GENERATION OPTION SCREEN**

THE FORM HAS BEEN COMPLETED		DATE 12/15/98
TERM XU20	FORM GENERATION OPTION SCREEN	TIME 09:11:55
V6LAP900		
<div style="display: flex; justify-content: space-between;"> (Y/N) - DO YOU WANT TO VIEW THE FORM? </div> <div style="display: flex; justify-content: space-between;"> (Y/N) - PRINT THIS FORM NOW? PRINTER ----- </div>		

SAVE DOCUMENT		
<div style="display: flex; justify-content: space-between;"> (Y/N) - SAVE THIS DOCUMENT ON THE PRIMARY'S FILE? </div> <div style="display: flex; justify-content: space-between;"> (Y/N) - DELETE PRIOR DOCUMENT AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE? </div>		
Enter-PF1 ---PF2 ---PF3 ---PF4 ---PF5 ---PF6 ---PF7 ---PF8 ---PF9 ---PF10 ---PF11 ---PF12 ---		

v. The Jobs Client Provider Selection Notice (CC-103).

a) Usage of the Jobs Client Provider Selection Notice (CC-103)

- 1) The Jobs Provider Selection Notice (CC-103) shall only be used to notify a new or expedited Jobs participant (as indicated by an **N** or **X** in the **Action** field on the AzCCATS ASJOB screen) or a resume Jobs client (as indicated by an **R** in the **Action** field on the AzCCATS ASJOB screen) of the need to select a provider.
- 2) The Jobs Provider Selection Notice (CC-103) shall not be used if the Specialist must request additional information to complete an authorization (refer to **General Guidelines** in the **Generating Automated Notices from the AzCCATS AP10 screen** earlier in this section for further instruction).

- 3) The Specialist will not be able to insert any verbiage into the Jobs Provider Selection Notice (CC-103) notice.
 - 4) The Jobs Provider Selection Notice (CC-103) notice will include verbiage to notify the Jobs participant:
 - (a) That they must select a provider within five days (plus one day for mailing);
 - (b) Of the possible consequences to the Jobs participant should they fail to participate with Jobs.
 - 5) AzCCATS will automatically enter six (five days to select a provider plus one day for mailing) days from the date the notice is created into the Jobs Provider Selection Notice (CC-103) to indicate to the client the date they must contact the Specialist by with a provider choice.
- b) To access the Jobs Provider Selection Notice (CC-103) the Specialist must complete the **Request/Application Received Date**, **District Office**, and **Case Manager ID** fields on the AzCCATS AP10 screen and must enter:
- 1) **REF** (Referral) in the **TYPE** field;
 - 2) **JPR** (Jobs Provider) in the **Reason for Care** field; and
 - 3) **PEN** (Pend) in the **Action** field.

EXHIBIT DD:
AzCCATS JOBS CLIENT PROVIDER SELECTION NOTICE (CC-103)

CHILD CARE 940A
1400 WEST WASHINGTON
PHOENIX, AZ 85005

CC-103

CLIENT ID: 0001234567

PAT DOLBY
1774 W PEORIA AVE
PHOENIX, AZ 85029-5040

JOBS CLIENT PROVIDER SELECTION NOTICE

YOU HAVE BEEN DETERMINED ELIGIBLE FOR JOBS CHILD CARE ASSISTANCE. YOU MUST NOTIFY YOUR CHILD CARE SPECIALIST OF YOUR PROVIDER SELECTION NO LATER THAN 06/25/2000. FAILURE TO CONTACT YOUR CHILD CARE SPECIALIST BY 06/25/2000 MAY RESULT IN THE FOLLOWING:

**** IF YOU FAIL TO PARTICIPATE IN JOBS ACTIVITIES YOUR CASH ASSISTANCE GRANT MAY BE REDUCED OR STOPPED;**

IF YOU FAIL TO CONTACT YOUR CHILD CARE SPECIALIST BY 06/25/2000 YOU MUST CONTACT THE JOBS PROGRAM TO BE RE-REFERRED FOR CHILD CARE ASSISTANCE.

IF YOU NEED ASSISTANCE LOCATING AN AFFORDABLE CHILD CARE PROVIDER PLEASE CONTACT THE CHILD CARE RESOURCE AND REFERRAL SERVICE AT 1-800-308-9000, OR CONTACT YOUR CHILD CARE SPECIALIST AT THE NUMBER BELOW.

TAMMY STREDWICK	(602) 542-4248	06/19/2000
SPECIALIST NAME	PHONE NUMBER	DATE

**FAIR HEARING RIGHTS ARE EXPLAINED ON THE BACK OF THIS FORM
EQUAL OPPORTUNITY EMPLOYER/PROGRAM
AVAILABLE IN ALTERNATIVE FORMAT 602-542-4248
DISPONIBLE EN ESPANOL EN LA OFICINA LOCAL**

c) Notice Completion and Table Selection

There are no table selections for this notice. The Specialist does not have access to the text in the notice.

d) The Specialist shall press enter until the *Option* screen displays to save and mail the Jobs Provider Selection Notice (CC-103). The *Option* Screen contains the following options:

1) “Do you want to view this form again?”

(a) Type **Y** and press enter and the completed notice will display;

(b) The notice may be viewed as many times as necessary prior to the notice being saved.

2) “Print this form now?”

To print the notice, the Specialist shall type **Y** and the printer ID to indicate the location of the printer for the notice and press enter.

3) “Save this document on the primary’s file?”

(a) Type **Y** to the left of this selection and press enter to save the notice. The notice will be mailed to the client and will be saved in Case Notebook.

(b) The notice will not be mailed and will not be saved in Case Notebook if an **N** is entered in this selection.

- 4) “Delete prior document and save this document on the primary’s file?”
- (a) The system will not allow two of the same notices to be sent to the same client on the same day. When two of the same notices are created on the same day (e.g. two CC-103’s) one of the notices must be deleted from the *Option* screen;
 - (b) This selection will also display the date and time the first notice was created;
 - (c) Type **Y** to the left of this selection and press enter to save the new notice. The notice created earlier in the day will be deleted;
 - (d) Type **N** to the left of this selection and press enter to save the earlier notice. The new notice will be deleted.

EXHIBIT S:
AzCCATS FORM GENERATION OPTION SCREEN

THE FORM HAS BEEN COMPLETED		DATE 12/15/98
TERM XU20	FORM GENERATION OPTION SCREEN	TIME 09:11:55
V6LAP900		
<div style="display: flex; justify-content: space-between;"> (Y/N) - DO YOU WANT TO VIEW THE FORM? </div> <div style="display: flex; justify-content: space-between;"> (Y/N) - PRINT THIS FORM NOW? PRINTER ----- </div>		
<hr style="border-top: 1px dashed black;"/> <p>SAVE DOCUMENT</p>		
<div style="display: flex; justify-content: space-between;"> (Y/N) - SAVE THIS DOCUMENT ON THE PRIMARY'S FILE? </div> <div style="display: flex; justify-content: space-between;"> (Y/N) - DELETE PRIOR DOCUMENT AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE? </div>		
Enter-PF1 --PF2 --PF3 --PF4 --PF5 --PF6 --PF7 --PF8 --PF9 --PF10 --PF11 --PF12 --		

c. Notice Storage and Retrieval

It is not necessary to print automated notices created in AzCCATS for the case file because the notices are stored for retrieval through AzCCATS *Document Control Case Notebook*.

i. Accessing AzCCATS *Document Control Case Notebook*

- a) Press PF18 *Document Control Sub Menu* from the AzCCATS *Main Menu*.
- b) Place the cursor in front of the CN01 *Client Case Notebook System* and press enter from the *Form Control/Client Case Notebook Main Menu*.
- c) The Case Notebook will display. The Specialist can use the following search criteria to pull up a notice:

- 1) The Primary/Provider ID number

The Specialist can search for a notice on a specific client by typing the client ID.

- 2) The Case Manager ID number;

The Specialist can search for a notice created by a specific Child Care Specialist by typing the worker ID.

- d) AzCCATS can retrieve all notices created during a specified period in time. The Specialist shall enter a date in the *from date* field to retrieve notices created from the date entered to the present.

- e) Once the search criteria information has been keyed and the Specialist presses enter, the following fields will be displayed for each notice listed (based on search criteria):

- 1) Primary or Provider ID;

- 2) Name of Client;

- 3) Case Manager ID: The ID of the case manger who created the notice;

- 4) Document Type: This is FRM for Form;

- 5) Created On: This is the date the form was created;

- 6) # of pages: All notices are currently one page; and
- 7) Document Description: The type of notice sent.

EXHIBIT EE:
AzCCATS CASE NOTEBOOK

```

END OF SELECTIONS

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/99
V6L CN0        CASE NOTEBOOK SYSTEM                           TIME: 16:14:40
                                   SELECTIONS                     CHILD CARE SPECIALIST

CLT/PRIM/PROV ID: 0004090779- CASE MGR: *----- DOC DESC: *
DOC TYPE: * FROM DT: ----- TO DT: ----- NEW ENTRY (Y OR N) N

PRIMARY OR      NAME      CASE   DOC   CREATED   # OF   DOCUMENT
PROVIDER ID                                MGR   TYPE   ON        PGS   DESCRIPTION
0004090779      DOLBY, PAT  24132 FRM   03/17/99   1     INITIAL INFO
0004090779      DOLBY, PAT  24132 FRM   03/19/99   1     APPROVAL
LAST ENTRY

Enter-PF1  --PF2  --PF3  --PF4  --PF5  --PF6  --PF7  --PF8  --PF9  --PF10  --PF11  --PF12---
        HELP  EXT  END
        BACK

```

- ii. Selection of a Notice From the Client Case Notebook.
 - a) The *Client Case Notebook Module* is for inquiry only.
 - b) The Specialist must place the cursor to the left of the notice to be viewed and press enter to select a notice.

- c) The notice will then be displayed and the Specialist can use PF keys to navigate through the notice. The PF keys are:
 - 1) PF1 = Help;
 - 2) PF2 = Exit;
 - 3) PF3 = End;
 - 4) PF5 = Print;
 - 5) PF6 = +1 screen;
 - 6) PF7 = -1 screen;
 - 7) PF8 = to line;
 - 8) PF10 = +1 page;
 - 9) PF11 = -1 page;
 - 10) PF12 = to page; and
 - 11) PF24 = Enclosures.
- d) Once a notice has been created and generated for mailing in AzCCATS, the Specialist will not be able to make any changes to the notice.
- e) The Specialist can delete the notice on the same day the notice was created (refer to *Notice Deletion* below for additional information on deleting notices).
- f) The Specialist shall access the appropriate notice via the AzCCATS AP10 screen if further information needs to be communicated to the client.

5. Archive Process for Automated Notices

a. Archive Timeframes

- i. All automated notices that are accessed from the AzCCATS AP10 screen are archived 12 months from the date they were created. This means that all history will no longer be stored on-line in AzCCATS;
- ii. The AzCCATS *Document Control Case Notebook* will display **ARC** code (for archived) rather than a **FRM** code (for form) for notices which have been archived.

b. Archive Retrieval Process

- i. The Specialist shall contact the AzCCATS Helpdesk to request a copy of the archived notice to retrieve an automated notice which has been archived;
- ii. The AzCCATS Helpdesk will mail and/or fax the hardcopy notice to the requester;

- iii. Requests for archived notices received before 3:00 p.m. shall be provided to the requester the following workday.

6. Notice Deletion

a. Notice Deletion Timeframes

- i. The Specialist may delete notices **only** on the day they were created;
- ii. Notices may be deleted **only** by the person who created the notice; and
- iii. The Specialist shall send another notice explaining to the client to disregard the prior notice if the Specialist is unable to delete an incorrect notice in time (and the notice is mailed to the client).

b. Notice Deletion Process

- i. Deleting notices from the *AzCCATS Client Case Notebook System*. The Specialist shall access the:
 - a) *Document Control Sub Menu* by pressing PF18 from the *AzCCATS Main Menu*;
 - b) *Client Case Notebook System* by placing the cursor in front of the *Client Case Notebook System* and pressing enter from the *Form Control/Client Case Notebook Main Menu*.
- 1) The Specialist shall:
 - (a) Enter the client/primary/provider ID of the notice to be deleted and press enter;
 - (b) Place the cursor to the left of the notice to be deleted, type **D** and press enter;
- 2) A “warning window” will display asking if the Specialist wishes to continue with the deletion process. The Specialist shall type **Y** to delete the notice and press enter;
- 3) The “document deleted” message will display indicating that the notice has been deleted. The Specialist shall press enter to remove the deletion window, and press enter again to remove the notice from the screen (refer to Exhibit FF below for further detail).

EXHIBIT FF: AzCCATS CASE NOTEBOOK NOTICE DELETION WARNING WINDOW

```

END OF SELECTIONS

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/99
V6L CN0        CASE NOTEBOOK SYSTEM                            TIME: 16:14:40
                                   SELECTIONS                      CHILD CARE SPECIALIST

CLT/PRIM/PROV ID: 0004090779- CASE MGR: *----- DOC DESC: *
DOC TYPE: * FROM DT: ----- TO DT: ----- NEW ENTRY (Y OR N) N

PRIMARY OR  NAME      ED  # OF  DOCUMENT
PROVIDER ID DOLBY     PGS  DESCRIPTION
D 0004090779 DOLBY     17/99  1 INITIAL INFO
0004090779 DOLBY     19/99  1 APPROVAL
LAST ENTRY

          PR/PROV ID 0004090779
          C-MGR      00000
          TYPE       FRM

          CONTINUE DELETE Y

Enter-PF1  --PF2  --PF3  --PF4  --PF5  --PF6  --PF7  --PF8  --PF9  --PF10 --PF11 --PF12---
      HELP  EXT   END
                                BACK
  
```

Key "Y" and
press enter

```

END OF SELECTIONS

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/99
V6L CN0        CASE NOTEBOOK SYSTEM                            TIME: 16:14:40
                                   SELECTIONS                      CHILD CARE SPECIALIST

CLT/PRIM/PROV ID: 0004090779- CASE MGR: *----- DOC DESC: *
DOC TYPE: * FROM DT: ----- TO DT: ----- NEW ENTRY (Y OR N) N

PRIMARY OR  NAME      ED  # OF  DOCUMENT
PROVIDER ID DOLBY     PGS  DESCRIPTION
D 0004090779 DOLBY     17/99  1 INITIAL INFO
0004090779 DOLBY     19/99  1 APPROVAL
LAST ENTRY

          DOCUMENT DELETED

          CONTINUE DELETE Y

Enter-PF1  --PF2  --PF3  --PF4  --PF5  --PF6  --PF7  --PF8  --PF9  --PF10 --PF11 --PF12---
      HELP  EXT   END
                                BACK
  
```

Press Enter to remove information on the notice:

```

END OF SELECTIONS

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/99
V6L CN0        CASE NOTEBOOK SYSTEM                            TIME: 16:14:40
                                   SELECTIONS                      CHILD CARE SPECIALIST

CLT/PRIM/PROV ID: 0004090779- CASE MGR: *----- DOC DESC: *
DOC TYPE: * FROM DT: ----- TO DT: ----- NEW ENTRY (Y OR N) N

PRIMARY OR  NAME      CASE  DOC  CREATED  # OF  DOCUMENT
PROVIDER ID DOLBY     MGR   TYPE  ON      PGS  DESCRIPTION
0004090779 DOLBY, PAT          DELETED
0004090779 DOLBY, PAT  24132 FRM  03/19/99  1 APPROVAL
LAST ENTRY

          CONTINUE DELETE Y

Enter-PF1  --PF2  --PF3  --PF4  --PF5  --PF6  --PF7  --PF8  --PF9  --PF10 --PF11 --PF12---
      HELP  EXT   END
                                BACK
  
```

Press enter to remove
"Deleted"

```

END OF SELECTIONS

TERM: XU14      ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM    DATE: 12/11/99
V6L CN0        CASE NOTEBOOK SYSTEM                          TIME: 16:14:40
                                           SELECTIONS              CHILD CARE SPECIALIST

CLT/PRIM/PROV ID: 0004090779- CASE MGR: *----- DOC DESC: *
DOC TYPE: * FROM DT: ----- TO DT: ----- NEW ENTRY (Y OR N) N

PRIMARY OR      NAME      CASE  DOC  CREATED  # OF  DOCUMENT
PROVIDER ID     DOLBY, PAT  MGR   TYPE  ON       PGS  DESCRIPTION
0004090779      24132   FRM   03/19/99  1     APPROVAL"
LAST ENTRY

Enter-PF1  --PF2  --PF3  --PF4  --PF5  --PF6  --PF7  --PF8  --PF9  --PF10  --PF11  --PF12---
HELP  EXT  END                                     BACK

```

ii. Deleting Notices from the *Option* Screen

- a) The system will not allow two of the same notices to be sent to the same client on the same day. When two of the same notices are created on the same day from the AzCCATS AP10 screen one of the notices created must be deleted from the *Options* screen.
- b) The “Delete prior document” and “Save this document on the primary’s file” options will also display the date and time the first notice was created.
- c) To save the new notice, type **Y** in front of the Delete prior document and save this document on the primary’s file and press enter. The notice created earlier in the day will be deleted.
- d) To save the earlier notice, type **N** to the left of “Delete Prior Document” and “Save this document on the primary’s file” and press enter. The new notice will be deleted.

EXHIBIT GG:

AzCCATS FORM GENERATION OPTION SCREEN DELETION PROCESS

THE FORM HAS BEEN COMPLETED

TERM XU20	FORM GENERATION OPTION SCREEN	DATE 12/15/98
V6LAP900		TIME 09:11:55

(Y/N) - DO YOU WANT TO VIEW THE FORM?

(Y/N) - PRINT THIS FORM NOW? PRINTER -----

SAVE DOCUMENT

(Y/N) - SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?

(Y/N) - DELETE PRIOR DOCUMENT (CREATED 03-25-1998 17:21) AND SAVE THIS DOCUMENT ON THE PRIMARY'S FILE?

Enter-PF1 --PF2 --PF3 --PF4 --PF5 --PF6 --PF7 --PF8 --PF9 --PF10 --PF11 --PF12 --

The date and time the prior notice was created will display; key "Y" to delete prior notice and "N" to delete prior notice.

7. Primary Address and Request/Application Display (AP10D) Screen

- a. The AzCCATS AP10D screen is a display version of the AP10. The AzCCATS AP10D is for inquiry only and cannot be updated.

EXHIBIT HH:
AzCCATS AP10D SCREEN

AzCCATS
AP10D SCREEN:

Key an "X" in the Select field and press enter.

TERM: XU14		ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM		DATE: 12/11/98	
VgL AP10D		PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING DISPLAY TIME: 12:17:14			
PRIMARY ID 1111111111		NAME SAMMY STONE-----			
SSN 9999999999		DOB 01011945		SEX M	
AFDC: PGM STAT		CASE NO -----		PART --	
MAIL ADDRESS 1789 W JEFFERSON-----		RESIDENCE 1789 W JEFFERSON-----			
EXTRA -----		EXTRA -----			
CITY PHOENIX-----		ST AZ		CITY PHOENIX-----	
ZIP 85007 2365		COUNTRY ---		ZIP 85007 2365	
PHONE: HOME(602) 5424248		WORK(---) -----		MESSAGE(---) -----	
RES COUNTY MA		LOCATION -----			
REQUEST/APPLICATION RECEIVED DATE 06151999					
D-O F1A CASE MGR ASSIGNED 00000					
TYPE INT REASON FOR CARE WKS					
SELECT X- LAST ACTION TAKEN PEN					

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--					
ADDR CP06 AP15 AP17D CP21 PFKEY CP01					

b. *Select* field;

- i.** The *Select* field is unique to the AzCCATS AP10D and will not be found on the AzCCATS AP10 screen;
- ii.** The *Select* field can be used for application/requests for Child Care Assistance which are in a pending (**PEN**) or denied (**DEN**) status;
- iii.** The *Pending Checklist* window will display for pending applications/requests upon placing an **X** in the select field and pressing enter. The denial reason window will display for applications/requests which have been denied.

EXHIBIT II:
AzCCATS AP10D SELECT FIELD

AzCCATS
AP10D SCREEN:

TERM: XU14 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 12/11/9
V6L AP10D PRIMARY ADDRESS AND REQUEST/APPLICATION PROCESSING DISPLAY TIME: 12:17:14

PRIMARY ID 1111111111 NAME SAMMY STONE-----
SSN 9999999999 DOB 01011945 SEX M
AFDC: PGM STAT CASE NO ----- PART --

MAIL ADDRESS 1789 W JEFFERSON----- RESIDENCE 1789 W JEFFERSON-----
EXTRA ----- EXTRA -----
CITY PHOENIX ----- ST AZ CITY PHOENIX ----- ST AZ
ZIP 85007 2365 COUNTRY -- ZIP 85007 2365 COUNTRY --
PHONE: HOME(602) 5424248 WORK(--) ----- MESSAGE(--) -----
RES COUNTY MA LOCATION -----

REQUEST/APPLICATION RECEIVED DATE 06151999
D-O F1A CASE MGR ASSIGNED 00000
TYPE INT REASON FOR CARE WKS
→ **SELECT X** LAST ACTION TAKEN PEN

Enter- PF13-- PF14-- PF15-- PF16-- PF17-- PF18-- PF19-- PF20-- PF21-- PF22-- PF23-- PF24--
ADDR CP06 AP15 AP17D CP21 PFKEY CP01

The *Pending Checklist Window* will display upon pressing enter:

```
***** END OF DATA *****
```

TERM XU20	4 X * A Z C C A T S T E S T * * 4 X	DATE 03/26/98
V6LP15	REQUESTS/APPLICATIONS	TIME 11:46:21
UNASSIGNED -- NO ACTION -- PENDING		

CASE MGR ID: 24132	NAME STREDDICK	TAMMY
DISTRICT OFFICE: ---	PRIMARY ID: -----	

LAST				
ACT	ACT	PRIM ID	NAME	C-MGR D-O
DEN	PEN	000408785	CLAPTON ERIC	24132 FIA
	PEN	0004090779	DOLBY PAT	24132 FIA
-----				-----
-----				-----
-----				-----
-----				-----
-----				-----
-----				-----
-----				-----
-----				-----
-----				-----

PENDING CHECKLIST

EMP-SELF	-
EMPLOYMENT-WAGES	X
GUARDIANSHIP DOC	-
IDENTITY	-
MINOR PARENT INC	-
OTHER	VIEW/UPD -
COMMENT	VIEW/UPD -

CHECK INFO NEEDED (X)

ACTION ---

PF7=BACK	PF8=FWD	PF10=EXT
----------	---------	----------

Enter-PF13--PF14--PF15--PF16--PF17--PF18--PF19--PF20--PF21
CP06 AP17D AP10 CP21 PFKEY

- iv. To scroll through the *Pending Checklist* or the *Denial Reason* window, the Specialist shall press:
 - a) PF8 to scroll forward;
 - b) PF7 to return to previous pages of the window; and
 - c) PF10 to exit the *Pending Checklist* window or the *Denial Reason* window and return to the AzCCATS AP10 screen.
 - v. An **X** will display in the selection(s) included in the notice.
8. *Request/Application Unassigned-No Action-Pending* (AP15) Screen
- a. The AP15 screen will display application/requests and new referrals which have been received but are in a pending status;
 - b. To access the AP15, the Specialist shall:
 - i. Access the Main Menu;
 - ii. Press PF5;
 - iii. Place the cursor directly in front of the AP15 on the *Request/Application Tracking Menu*; and
 - iv. Press enter.

EXHIBIT X: **AzCCATS AP15 SCREEN**

```

***** END OF DATA *****
TERM XU20          4 X * * A Z C C A T S   T E S T * * 4 X          DATE 03/26/98
V6LAP15           REQUESTS/APPLICATIONS                          TIME 11:46:21
                   UNASSIGNED -- NO ACTION -- PENDING

CASE MGR ID: 24132 NAME STREDWICK          TAMMY
DISTRICT OFFICE: --- PRIMARY ID: ----- RSN AUTO MAILING
LAST RCVD FOR DENIAL DATE OF
ACT ACT PRIM ID NAME C-MGR D-O DATE TYPE CARE DATE LAST LTR
PEN 0004088785 CLAPTON ERIC 24132 F1A 03021998 INT EMP 04011998 03061998
PEN 0004090779 DOLBY PAT 24132 F1A 03061998 REF JPR 03311998

-----
Enter-PF13--PF14--PF15--PF16--PF17--PF18--PF19--PF20--PF21--PF22--PF23--PF24---
CP06 AP17D AP10 CP21 PFKEY

```

- c. The AzCCATS AP15 screen is an update screen. The following areas can be updated from the AP15 screen:
- i. The *Action* field
 - a) The *Action* field can be updated to **COM** (for complete), **PEN** (for pend) or **DEN** (for denied) from this screen.
 - b) The Specialist can update the last action to a **COM** (for complete), **PEN** (for pend), or **DEN** (for denied) by keying the appropriate code in the *Action* field and pressing enter if **NOA** (for no action taken) displays in the last action field.
 - c) The *Pending Checklist* or the *Denial Reason* window shall display upon keying **PEN** or **DEN** and pressing enter. The Specialist shall make the appropriate selection to pend or deny the application/request.

EXHIBIT JJ:
AzCCATS AP15 SCREEN DENIAL REASON WINDOW

Key “DEN” in the ACT field and press enter to access the denial reason window _____

- ii. The ***Case Manager*** field
 - a) The ***Case Manager*** field may have a worker number displayed or it may be blank; and
 - b) The ***Case Manager*** can be assigned or changed from the AP15 screen.
- iii. The ***Type*** field
 - a) The ***Type*** field may have a code displayed (**INT**, **REV**, **REF**) or it may be blank; and
 - b) The ***Type*** field can be updated or changed from the AP15 screen.

iv. The *Reason for Care* Field

A *Reason for Care* code may be entered in this field if the *Reason for Care* field is blank. Once a *Reason for Care* code displays in this field, the field becomes protected (which means the code cannot be changed unless a new application is registered or the previous application/request is opened in error [OER]).

v. The *Auto Denial Date*

- a) The *Auto Denial Date* can be extended for a maximum of 10 days from the AzCCATS AP15 screen; and
- b) The *Auto Denial Date* cannot be shortened.
- d. Once an application/request has been completed (COM) or denied (DEN), the client will no longer display on the AzCCATS AP15 screen (because the case is no longer in pending status).

9. *Request/Application Display Unassigned-No Action-Pending (AP15D) Screen*

- a. The AzCCATS AP15D screen is a display version of the AzCCATS AP15. The AzCCATS AP15D is for inquiry only and cannot be updated;
- b. The AzCCATS AP15D screen will display application/requests and new referrals which have been received but are in a pending status;
- c. To access the AzCCATS AP15D screen, the Specialist shall:
 - i. Access the Main Menu and press PF5;
 - ii. Place the cursor directly in front of the AP15D on the *Request/Application Tracking Menu*; and
 - iii. Press enter.
- d. *Select* field;
 - i. The *Select* field is unique to the AzCCATS AP15D and will not be found on the AzCCATS AP15 screen;
 - ii. The *select* field can be used for application/requests for Child Care Assistance which have a pending (PEN) or denied (DEN) status in the *Last Action* field;

- iii. The *Pending Checklist* window will display for pending applications/requests and the *Denial Reason* window will display for applications/requests which have been denied upon placing an **X** in the select field and pressing enter.

EXHIBIT KK:
AzCCATS AP15D SCREEN

Place an X in the Select field and press enter:

```
***** END OF DATA *****
TERM XU20          4 X * * A Z C C A T S   T E S T * * 4 X      DATE 03/26/98
V6LAP15D          REQUESTS/APPLICATIONS DISPLAY      TIME 11:46:21
                  UNASSIGNED -- NO ACTION -- PENDING

CASE MGR ID: 24132 NAME STREDWICK          TAMMY
DISTRICT OFFICE: --- PRIMARY ID: -----
LAST
SEL ACT PRIM ID NAME C-MGR D-O DATE TYPE CARE DATE LAST LTR
X  PEN 0004088785 CLAPTON ERIC 24132 F1A 03021998 INT EMP 04011998 03061998
  PEN 0004090779 DOLBY PAT 24132 F1A 03061998 REF JPR 03311998
-----
*****
*****
*****
*****
*****
*****
*****
*****
*****
*****
Enter-PF13--PF14--PF15--PF16--PF17--PF18--PF19--PF20--PF21--PF22--PF23--PF24---
CP06 AP17D AP10 CP21 PFKEY
```

The *Pending Window* or the *Denial Window* will display upon pressing enter:

```
***** END OF DATA *****
TERM XU20          4 X * * A Z C C A T S   T E S T * * 4 X      DATE 03/26/98
V6LAP15D          REQUESTS/APPLICATIONS      TIME 11:46:21
                  UNASSIGNED -- NO ACTION -- PENDING

CASE MGR ID: 24132 NAME STREDWICK          TAMMY
DISTRICT OFFICE: --- PRIMARY ID: -----
LAST
SEL ACT PRIM ID NAME C-MGR D-O
X  PEN 0004088785 CLAPTON ERIC 24132 F1A
  PEN 0004090779 DOLBY PAT 24132 F1A
-----
*****
*****
*****
*****
*****
*****
*****
*****
*****
*****
Enter-PF13--PF14--PF15--PF16--PF17--PF18--PF19--PF20--PF21
CP06 AP17D AP10 CP21 PFKEY

PENDING CHECKLIST
EMP-SELF -
EMPLOYMENT-WAGES X
GUARDIANSHIP DOC -
IDENTITY -
MINOR PARENT INC -
OTHER VIEW/UPD -
COMMENT VIEW/UPD -

CHECK INFO NEEDED (X)
ACTION ---
PF7=BACK PF8=FWD PF10=EXT
```


- iv. To scroll through the *Pending Checklist* or the *Denial Reason* window, the Specialist shall press:
 - a) PF8 to scroll forward;
 - b) PF7 to return to previous pages of the window; and
 - c) PF10 to exit the *Pending Checklist* window or the *Denial Reason* window and return to the AzCCATS AP15D.
- v. An **X** will display in the selection(s) included in the notice.

10. *Request/Application History (AP17D) Screen*

- a. The AzCCATS *Request/Application History (AP17D)* screen displays the status of each application/request (initial or review) received for a specific client.
- b. To access the AzCCATS AP17D screen, the Specialist shall:
 - i. Access the AzCCATS Main Menu and press PF5;
 - ii. Place the cursor directly in front of the AP17D on the *Request/Application Tracking Menu*; and
 - iii. Press enter.

EXHIBIT LL: **AzCCATS AP17D SCREEN**

TERM: XU10 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 08/16/99									
V6LAP17D REQUEST/APPLICATION HISTORY TIME: 13:22:41									
PRIMARY ID 0004090779 NAME DOLBY PAT									
SEL	APPLICATION DATE TYPE	CARE RSN	STATUS STAT DATE	END RSN DAT	D-O	ASSIGNED C-MGR DATE			
..	03101998 INT	EMP	COM	03261998	F1A	24132	03261998		
----- APPLICATION HISTORY -----									
..	03011998 INT	EMP	PEN	03191998	FIN 03191998	F1A	24132	03191998	
Enter-PF13 --PF14 --PF15 --PF16 --PF17 --PF18 --PF19 --PF20 --PF21 --PF22 --PF23 --PF24-- AP15D AP10D CP04 CP10 CP16 PFKEY									

- c. The following shall display for each application/request for Child Care Assistance received from that specific client when the Specialist keys the Primary ID number for a specific client and presses enter:
 - i. The *Application/Request Received Date*;
 - ii. The *Type* of application/request (**INT**, **REV**, or **REF**);
 - iii. The *Reason for Care* code (**EMP**, **UNU**, **WKS**, etc.);
 - iv. The *Status* of the application/request (**PEN**, **COM**, **DEN**);
 - v. The status date: When the Application/Request was pending, completed, or denied;
 - vi. Reason and Reason date: This is the reason additional action was taken on an application/request. For example, a pending application/request updated to **COM** (for complete) will display **COM** in the *Reason* field and the date the application/request was completed in the *Reason* and *Reason Date* field. Additional codes which could display in the reason field are:
 - a) **COM** for Complete;
 - b) **DEN** for Denied;
 - c) **PEN** for Pending;
 - d) **OER** for Opened in Error; or
 - e) **FIN** for Finish; This code is entered by the system and is not available for selection by the Specialist. For example, the last application/request had a status of **DEN** (for denied) and a status date of 3/25/99. On 6/25/99 a new application/request is received. The system will enter an **FIN** code as the *Reason* and *Reason date* for the denied application.
 - vii. District Office;
 - viii. Case Manager assigned;
 - ix. The Case Manager assigned date.
- d. The most current application/request received date will display on the first line (above the dotted line) and the history will display below the dotted line.

- e. The *Request/Application History* (AP17D) screen will not display any history of actions taken for applications/requests once the ***Open in Error Action (OER)*** has been completed.
- f. ***Select*** field
 - i. The ***Select*** field can be used for application/requests for Child Care Assistance which have a pending (**PEN**) or denied (**DEN**) status in the ***Last Action*** field.
 - ii. The ***Pending Checklist*** window will display for pending applications/requests and the denial reason window will display for applications/requests which have been denied upon keying **X** in the select field and pressing enter.

EXHIBIT MM:
AzCCATS AP17D PENDING CHECKLIST

TERM: XU10 ARIZONA CHILD CARE AUTOMATED TRACKING SYSTEM DATE: 08/16/99
V6LAP17D REQUEST/APPLICATION HISTORY TIME: 13:22:41

PRIMARY ID 0004090779 NAME DOLBY PAT

SEL	APPLICATION DATE TYPE	CARE RSN	STATUS STAT DATE	END RSN
-	03101998 INT	EMP	PEN 03261998	
----- APPLICATION HISTORY -----				
-	03016998 INT	EMP	PEN 03171998 FIN	
-	03151998 INT	EMP	COM 03171998 FIN	
-	03061998 REF	JPR	PEN 03251998 FIN	
-	03051998 REV	EMP	PEN 03201998 FIN	
-	03031998 INT	EMP	PEN 03201998 FIN	
-	03021998 INT	EMP	DEN 03191998 FIN	
X	03011998 INT	EMP	PEN 03191998 FIN	

Enter-PF13 --PF14 --PF15 --PF16 --PF17 --PF18 --PF19 --
AP15D AP10D CP04

PENDING CHECKLIST

NONPARENT RELAT -

PROVIDER SELECT -

RELATIONSHIP -

SHELTER -

UNEARNED INCOME -

OTHER VIEW/UPD -

COMMENT VIEW/UPD -

CHECK INFO NEEDED (X)

ACTION - -

PF7=BACK PF8=FWD PF10=EXT

Type "X" in the select
column and press enter

- iii. To scroll through the ***Pending Checklist*** or the denial reason window, the Specialist shall press:
 - a) PF8 to scroll forward;
 - b) PF7 to return to previous pages of the window; and
 - c) PF10 to exit the ***Pending Checklist*** window or the ***Denial Reason*** window and return to the AzCCATS AP15D.
- iv. An **X** will display in the selection(s) included in the notice.